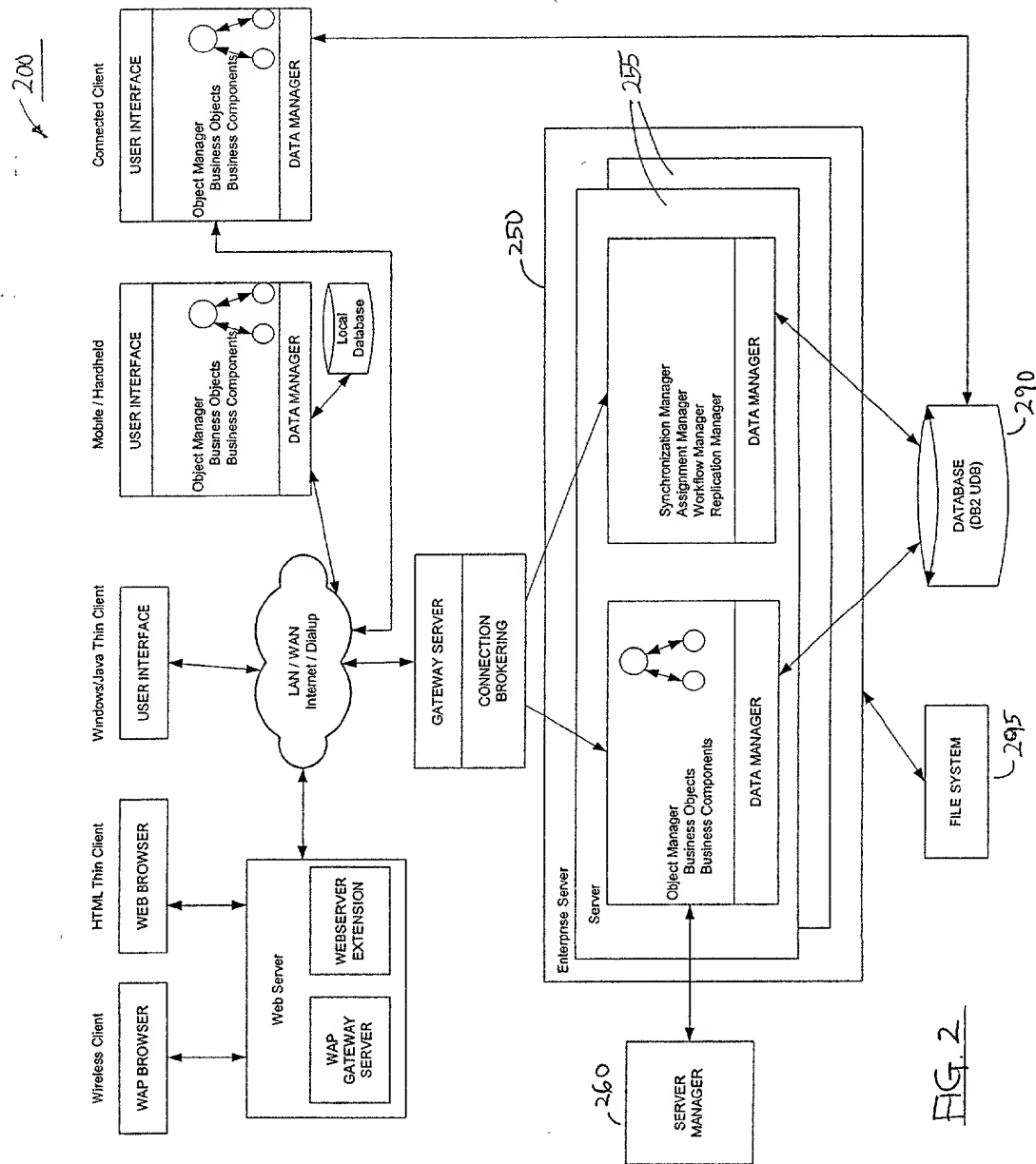


FIG. 1



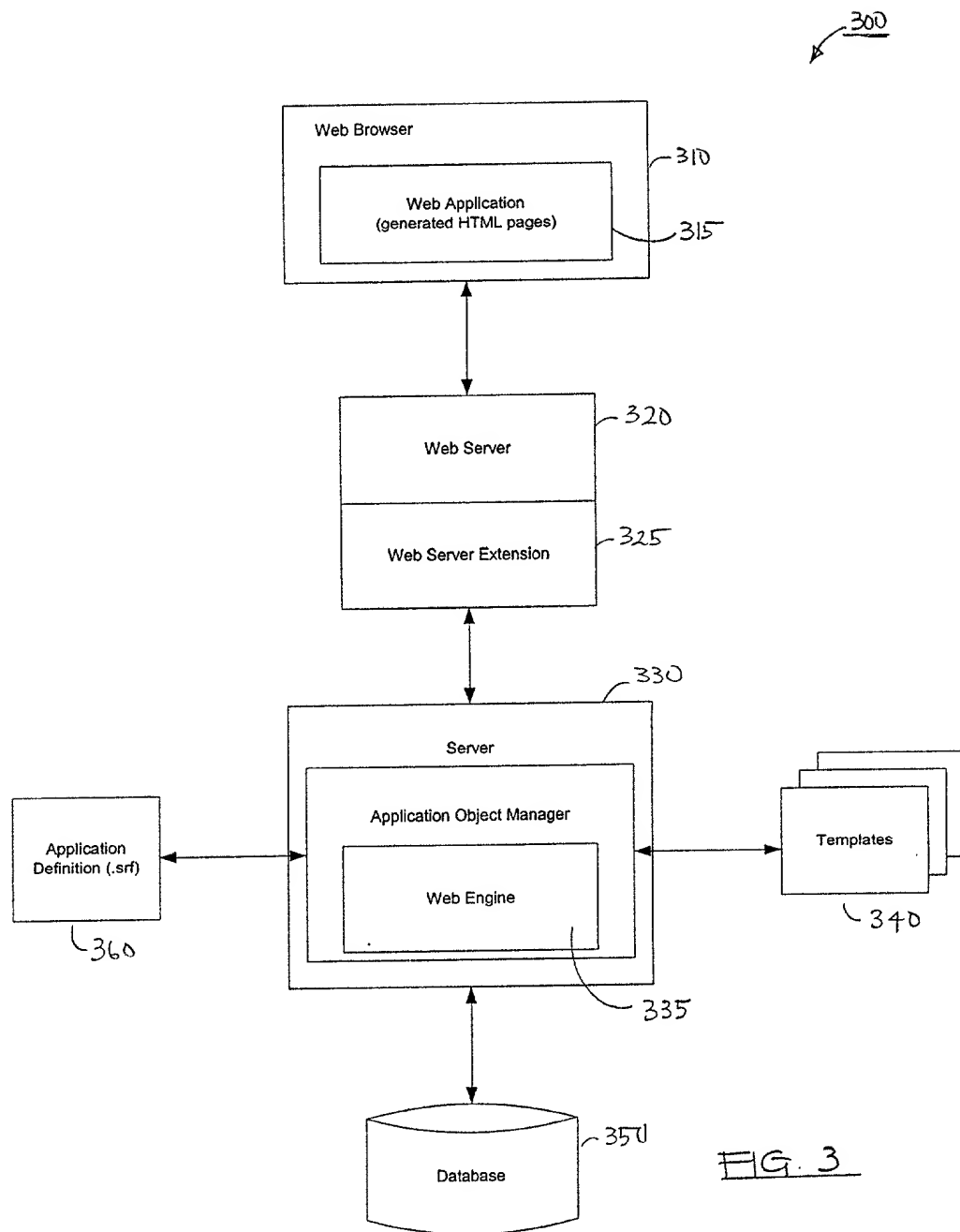


FIG. 3

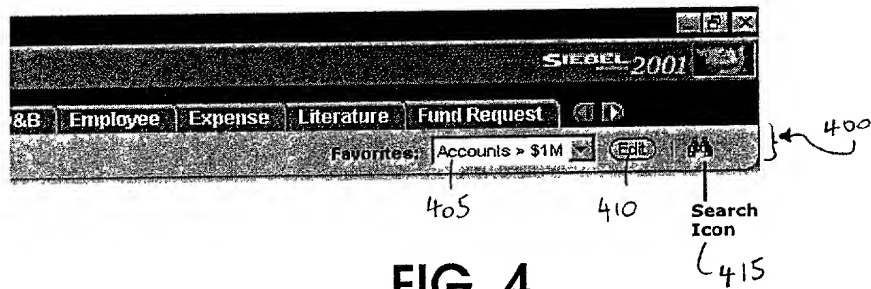


FIG. 4

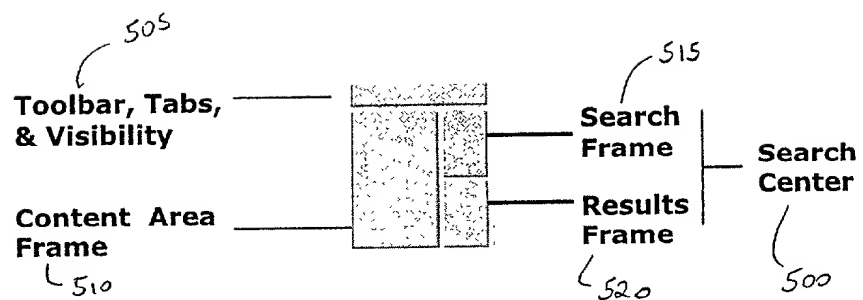


FIG. 5

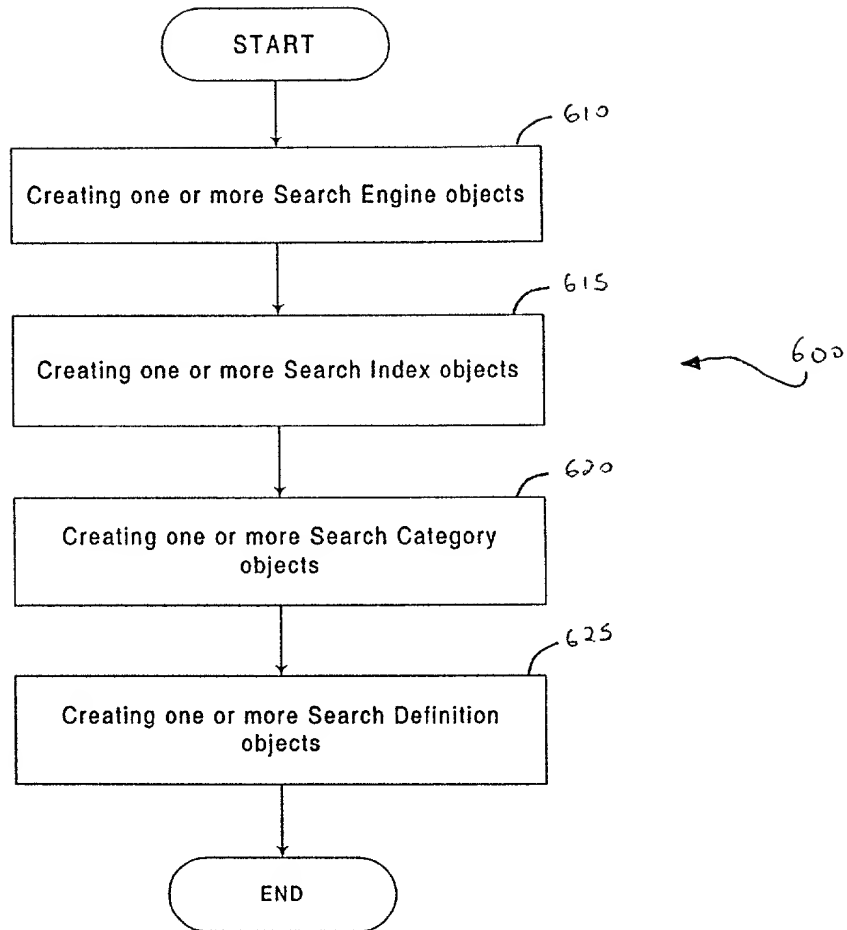


FIG. 6

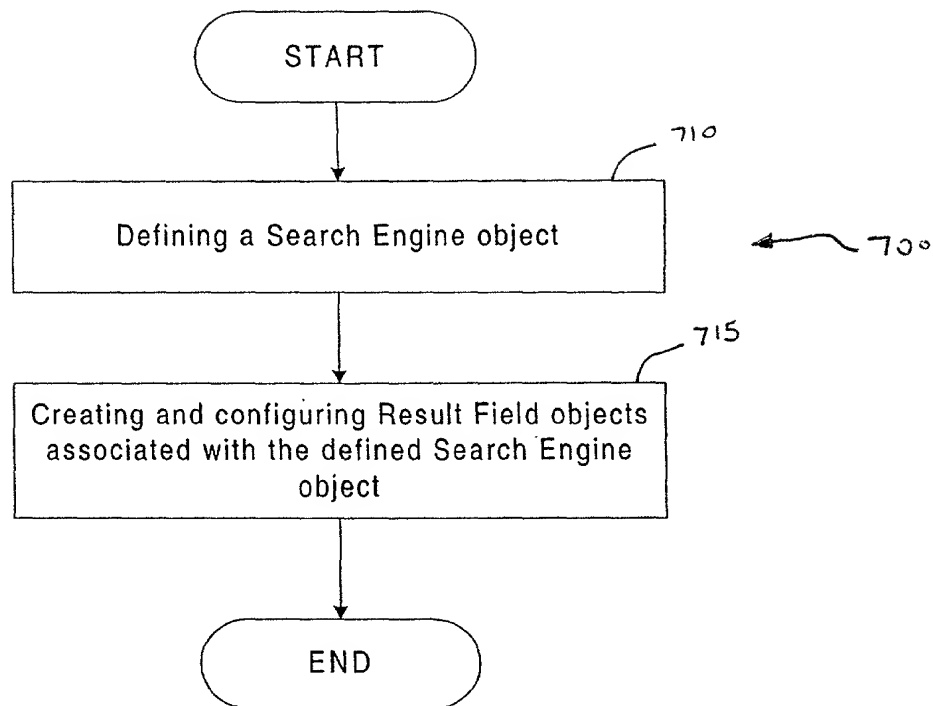


FIG. 7

Name	<u>805</u>
Class	<u>810</u>

FIG. 8

Column Name	<u>905</u>
Create Column Flag (Optional)	<u>910</u>
Data Type (Optional)	<u>915</u>
Index Mode (Optional)	<u>920</u>
Name	<u>925</u>
Text Length (Optional)	<u>930</u>
Type	<u>935</u>

900

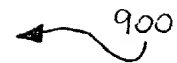
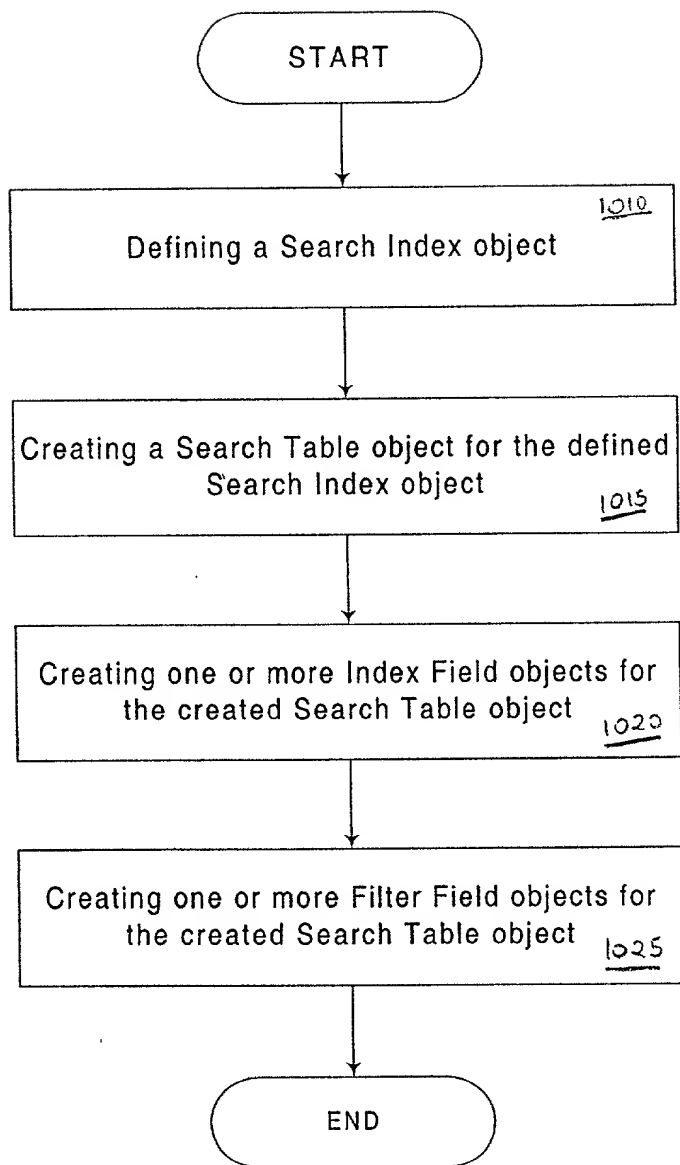


FIG. 9



1000

FIG. 10



Name	<u>1105</u>
Index Business Component	<u>1110</u>
Database Table Flag	<u>1115</u>

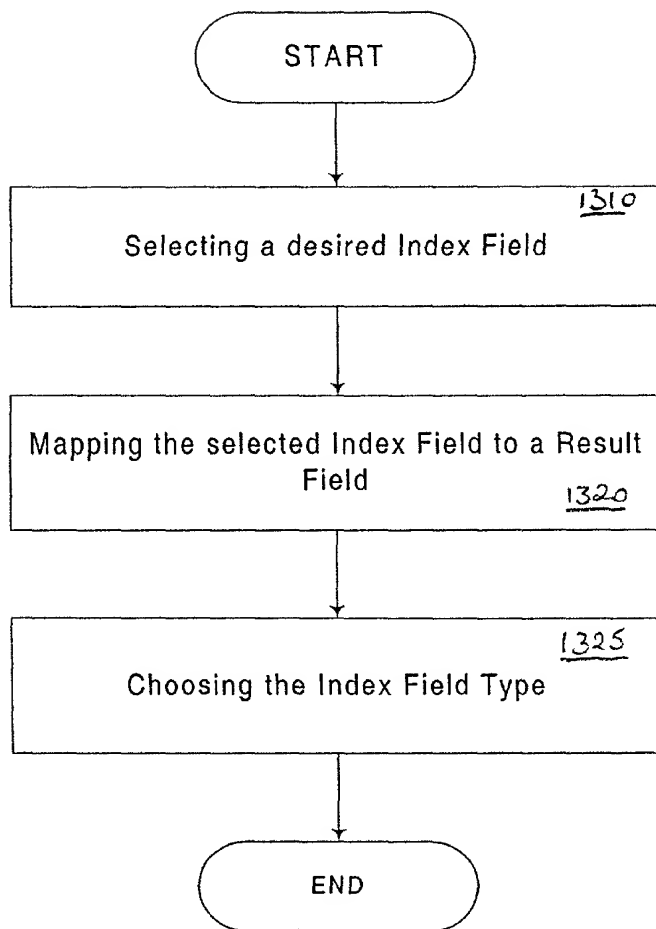
1100

FIG. 11

Table Name	<u>1205</u>
Engine	<u>1210</u>

1200

FIG. 12



1300

FIG. 13

Business Component Field	<u>1410</u>
Result Field (Optional)	<u>1415</u>
Index Field Type (Optional)	<u>1420</u>
Sequence	<u>1425</u>

1400

FIG. 14A

<u>1455</u>	Name
<u>1460</u>	Column Name
<u>1465</u>	Data Type (Optional)
<u>1470</u>	Index Mode (Optional)
<u>1475</u>	Sequence
<u>1480</u>	Text Length (Optional)

1450

FIG. 14B

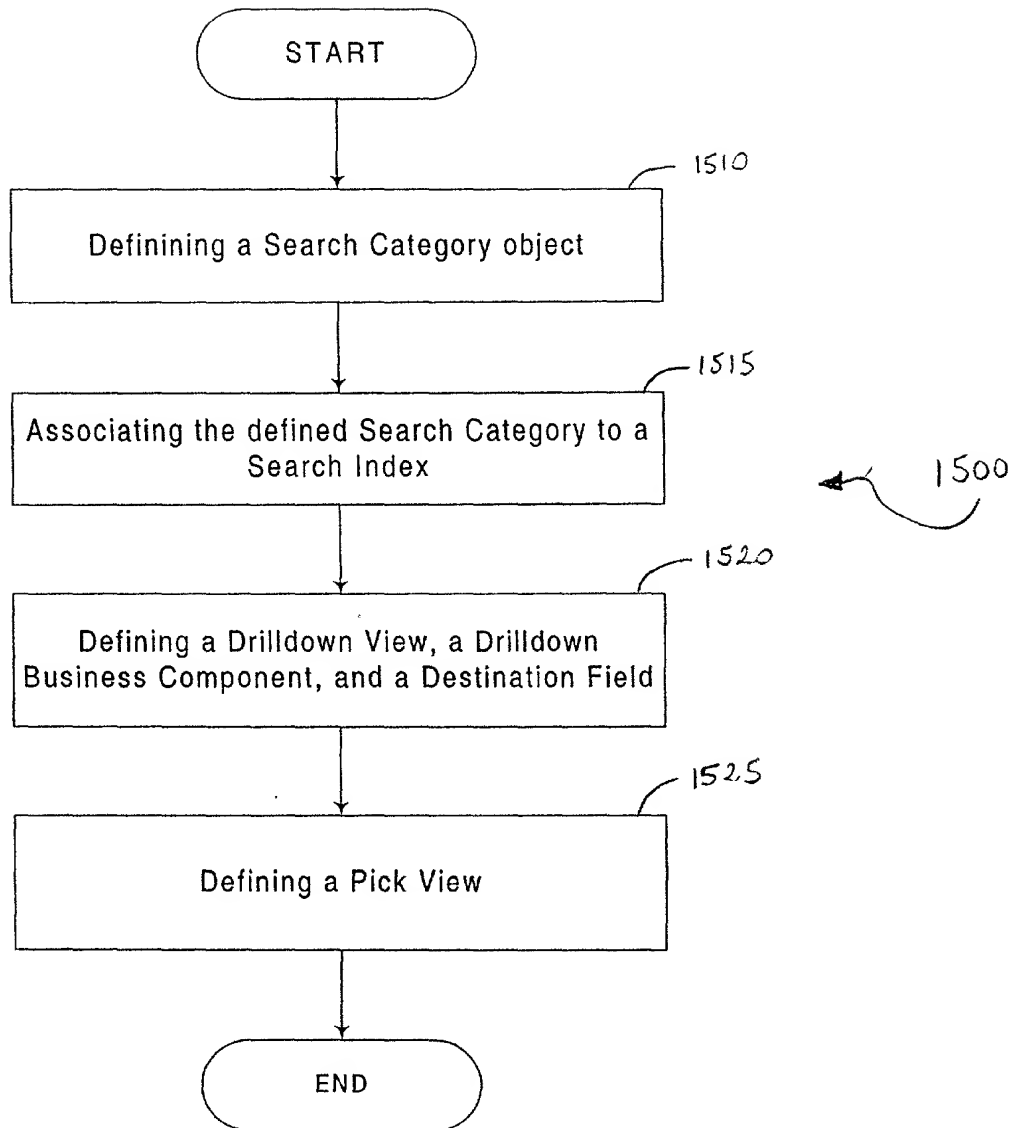


FIG. 15

Name	<u>1605</u>
Search Index	<u>1610</u>
Drilldown Business Component (Optional)	<u>1615</u>
Drilldown View (Optional)	<u>1620</u>
Result Identifier (Optional)	<u>1625</u>

1600  
←

FIG. 16

Applet	<u>1705</u>
View	<u>1710</u>
Name	<u>1715</u>
Destination Field (Optional)	<u>1720</u>

1700



FIG. 17

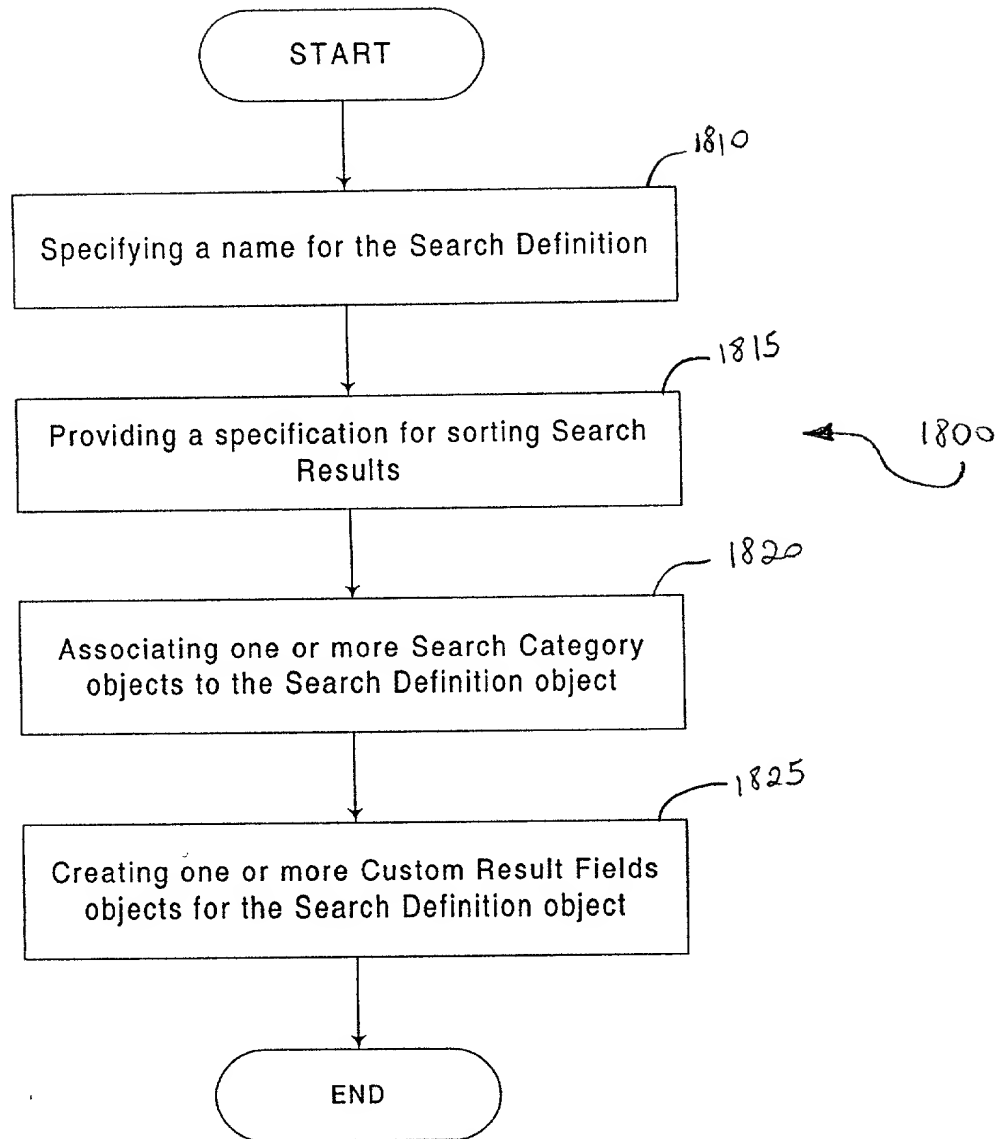


FIG. 18

Name	<u>1905</u>
Display Name	<u>1910</u>
Filter Search Specification (Optional)	<u>1915</u>
Use Filtered Search (Optional)	<u>1920</u>
Sequence (Optional)	<u>1925</u>

1900



FIG. 19



Display Name (Optional)	<u>2005</u>
Display Format (Optional)	<u>2010</u>
Name	<u>2015</u>
Scaling Factor (Optional)	<u>2020</u>
Sequence	<u>2025</u>
Text Alignment (Optional)	<u>2030</u>
Use in Search (Optional)	<u>2035</u>
Visible (Optional)	<u>2040</u>
Width (Optional)	<u>2045</u>

2000  
←

FIG. 20

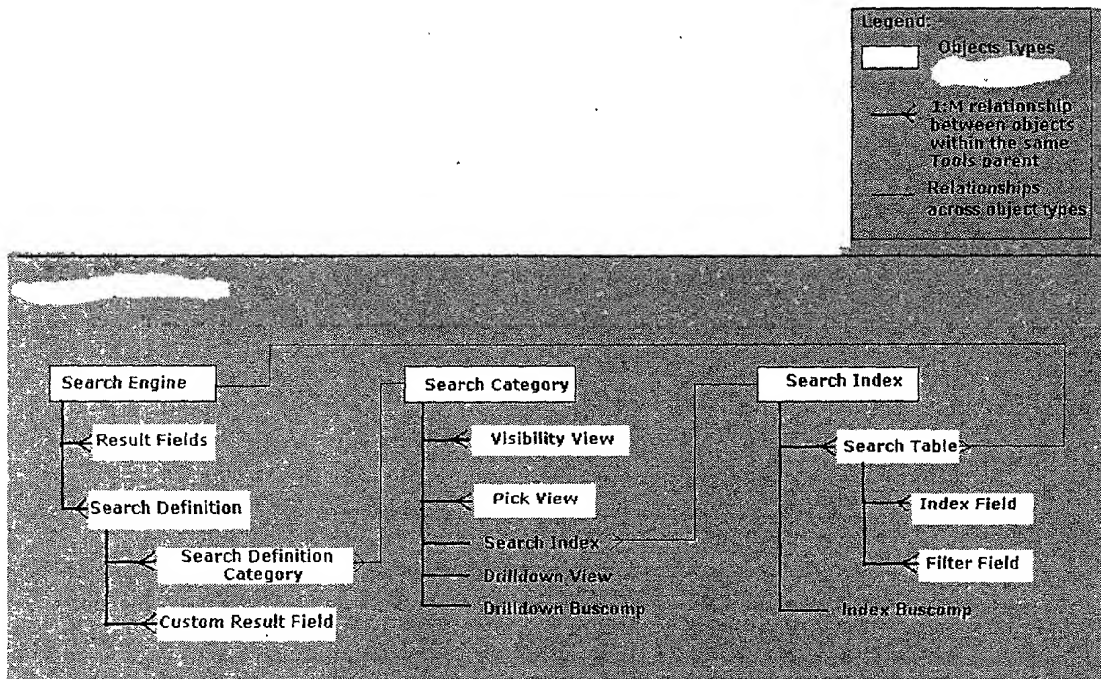


FIG. 21

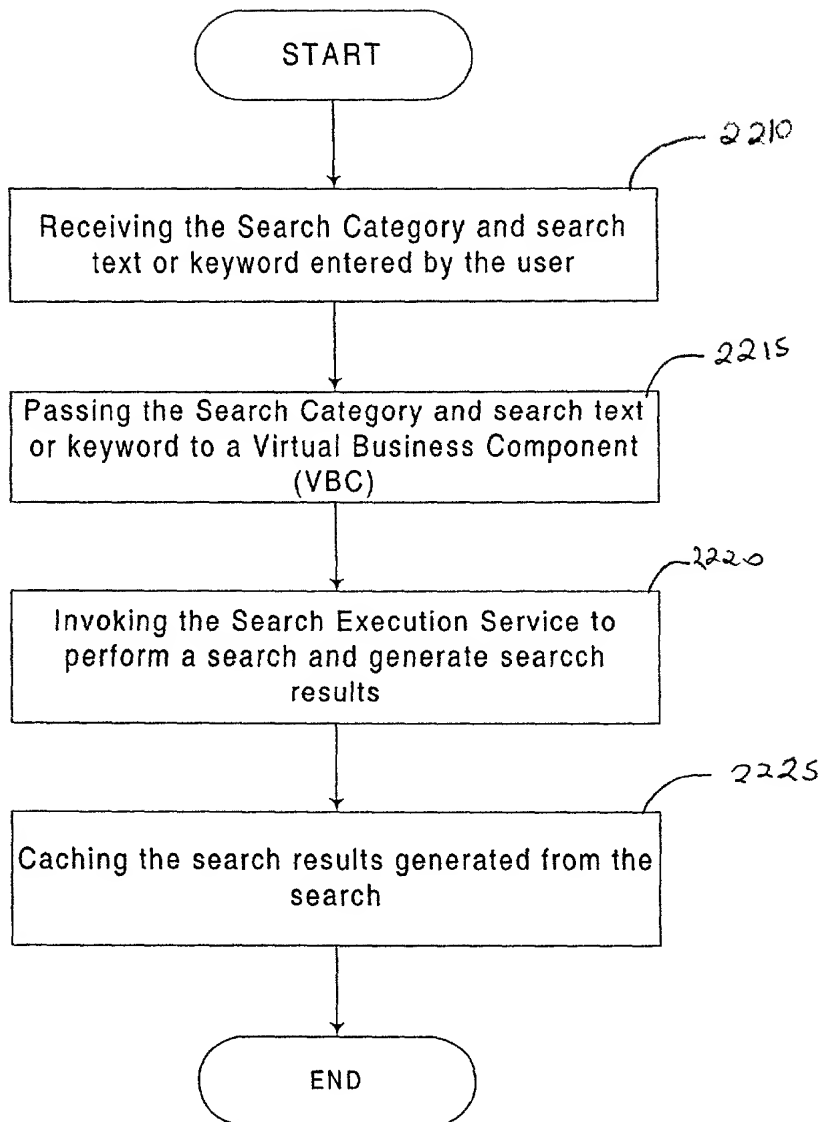
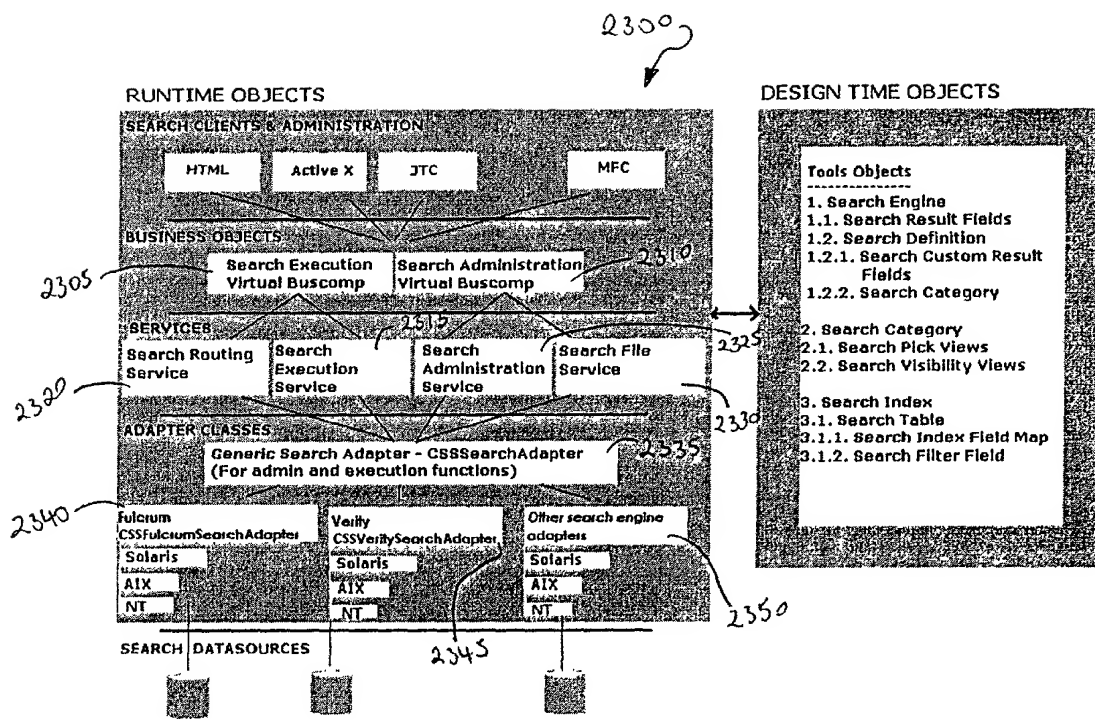


FIG. 22



**FIG. 23**

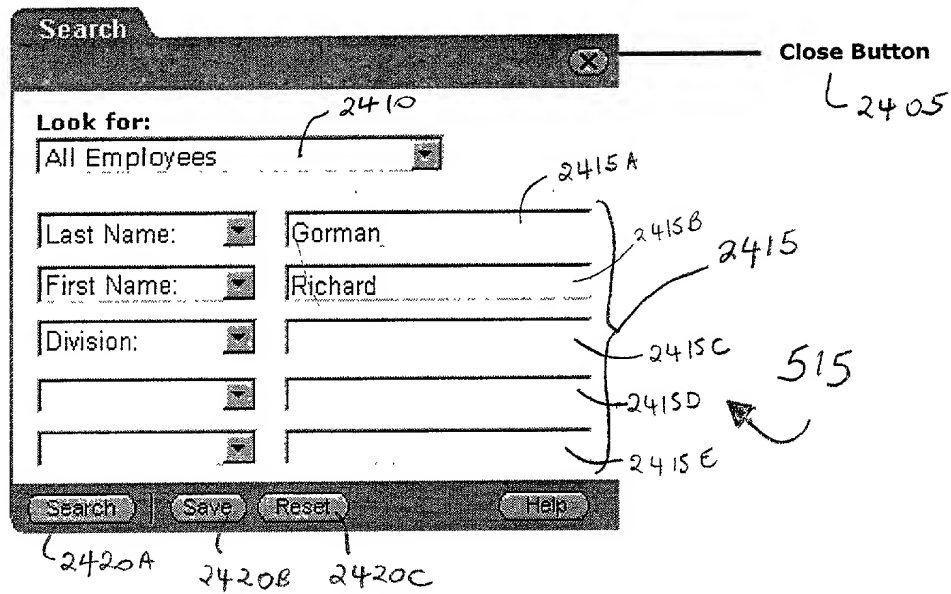


FIG. 24

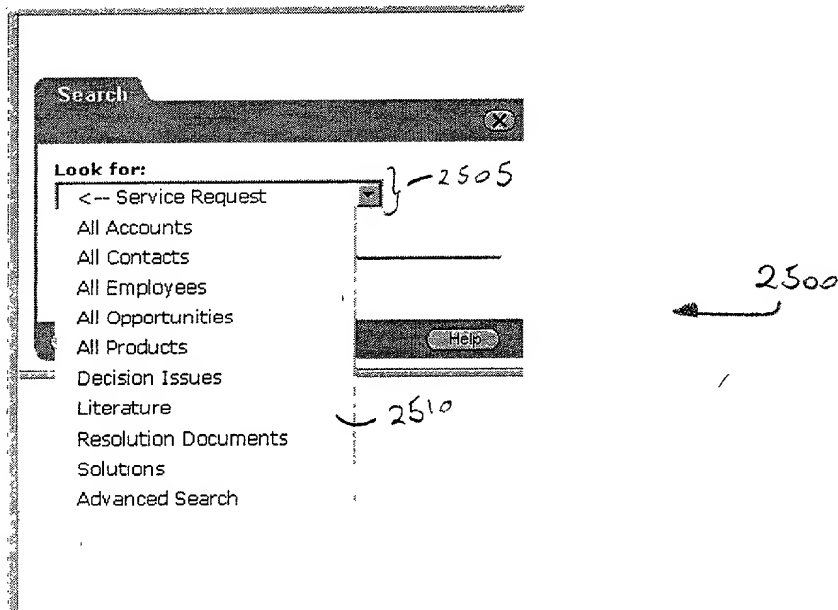


FIG. 25

[illegible]

**FIG. 26**

**Sibel Service 7.0**

File View Help Show My Service Requests Activity Plans

Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Fund Request

Search [X]

Look for: Advanced Search

Keywords: 2720

ht

2710

2715

2725

ht

✓ Solutions

✓ Service Requests

✓ Literature

✓ Activities

Save Reset Search Help

Results

Type	Summary
Literature	Resolving the WD-26001 Hard C
Literature	2-LCU Server Service Process
Literature	50241 WD-26001 Hard Drive
Service Request	24-2349 Tech Support Call
Service Request	24-234A Tech Support Call
Solution	2-LCU Server Service Process

SR #:

Reference:

Account:

Site:

Last Name:

First Name:

Primary Phone #:

Email:

Date Opened:

Commit Time:

Source:

Service Request

New Edit Print 1 of 2

Activities Attachments Solutions Related SRs Invoices Orders Customer S

New 1 to 3 of 3

Name	Summary	Date Open
Hard Drive Failure	24-2346 Hard Drive Failure	05/10/2000
Server Service Process	2-LCU Server Service Process	05/29/2000
Tech Support Call	24-234A Tech Support Call	07/08/2000

Activities

New 1 to 3 of 3

Type	Priority	Status	Description
Diagnosis	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections.
Assessment	2-High	Done	Cost Repair

In Queue 000014

010 p.m. Service Level 95 Call Center work-flow meeting at 11:00 a.m. today Average Speed of Answer 0:23

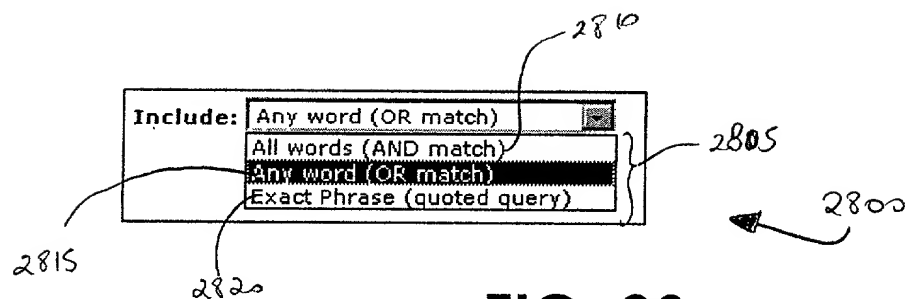


FIG. 28

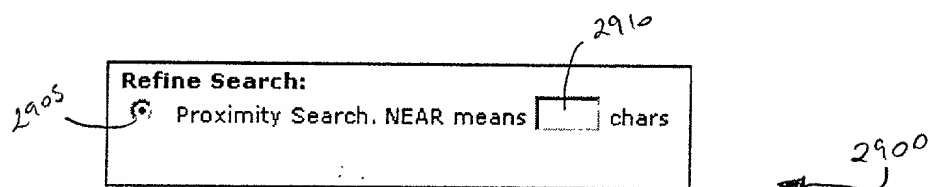


FIG. 29



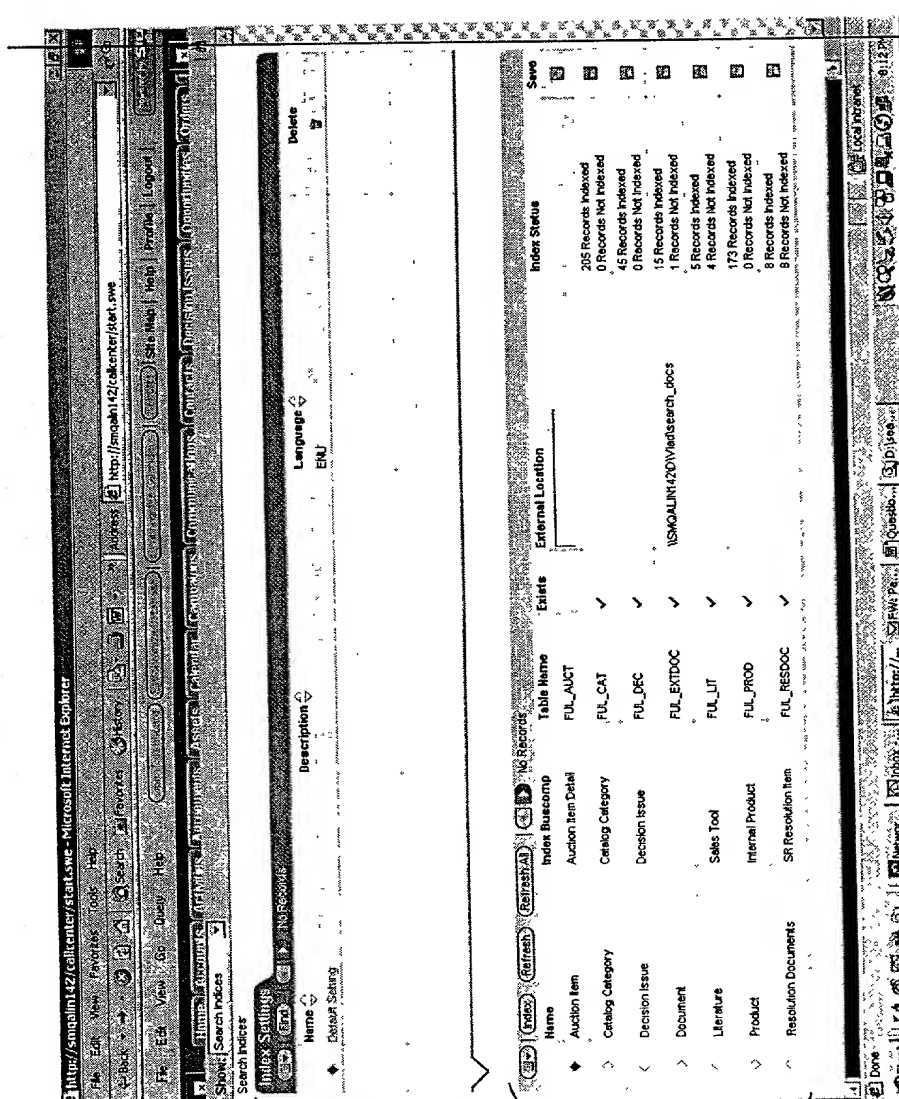


FIG. 30

3000

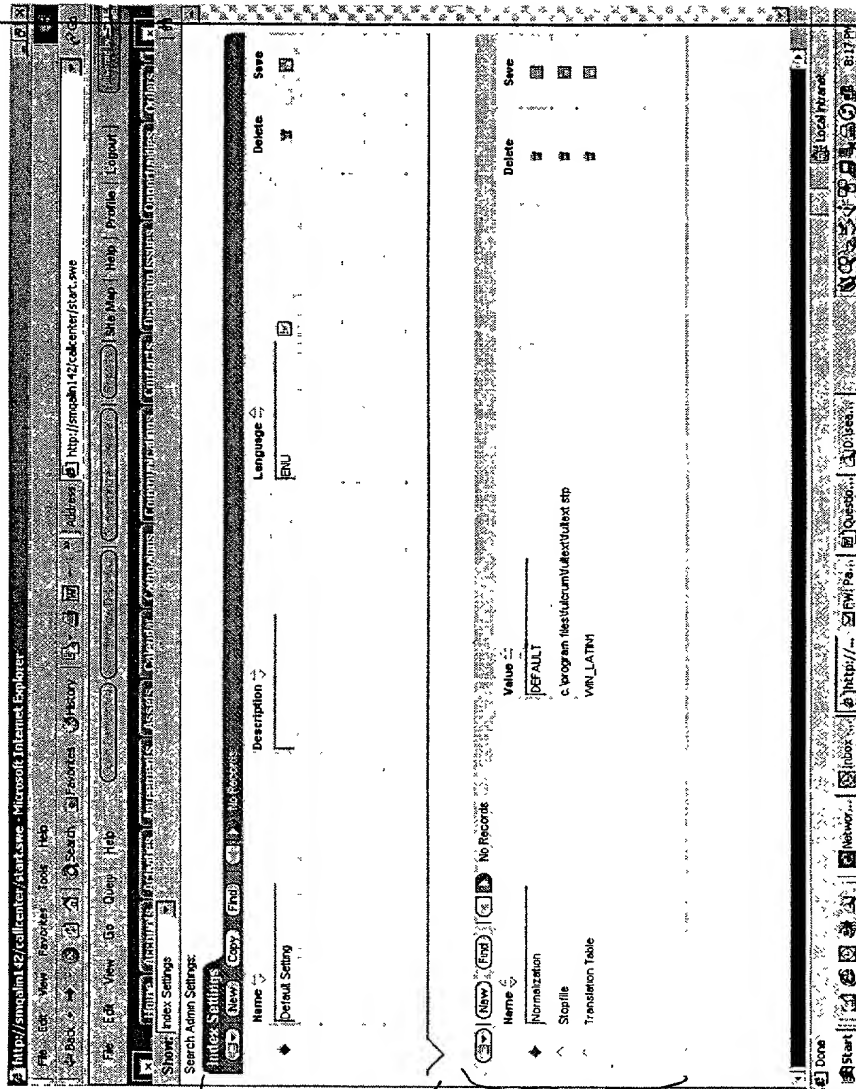


FIG. 31

3100



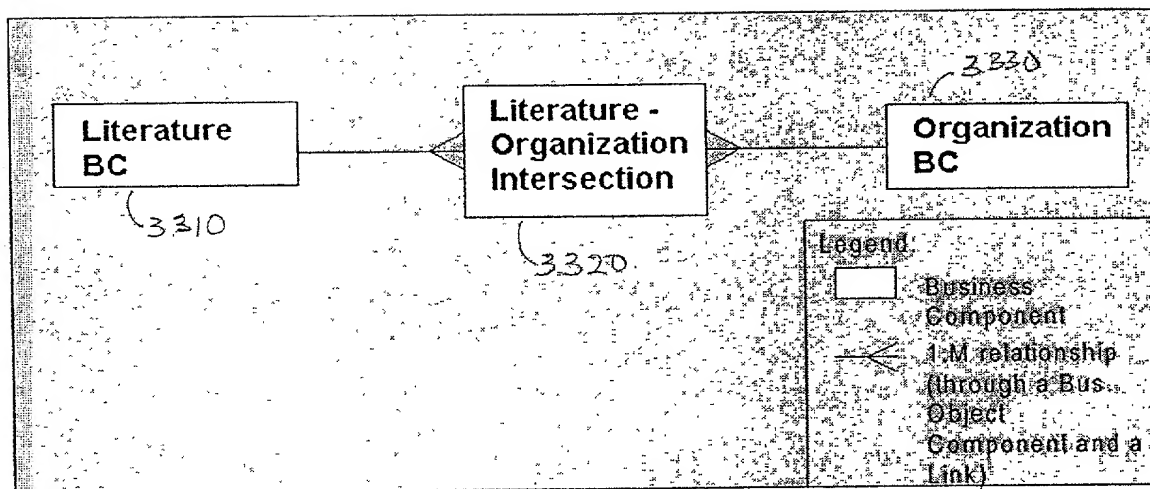


FIG 33

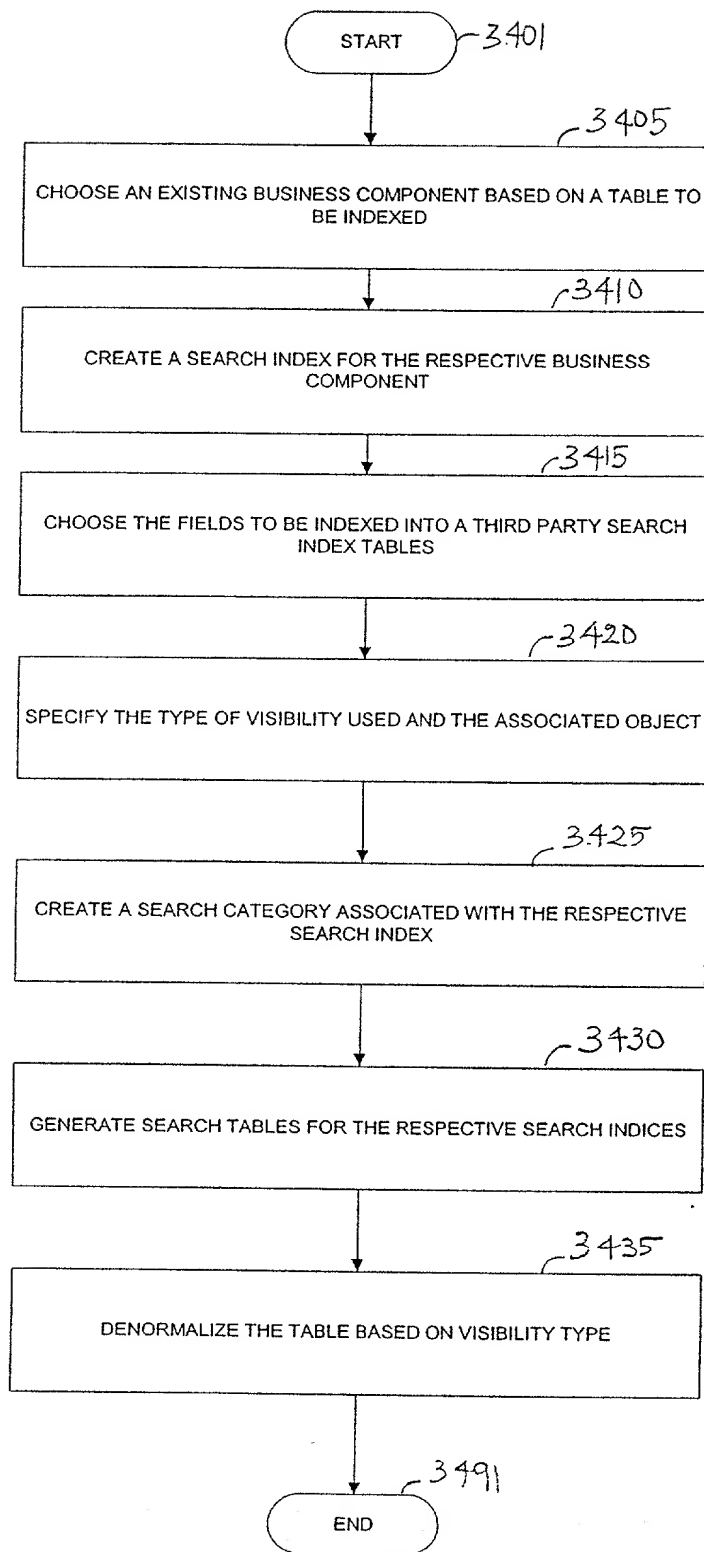


FIG. 34

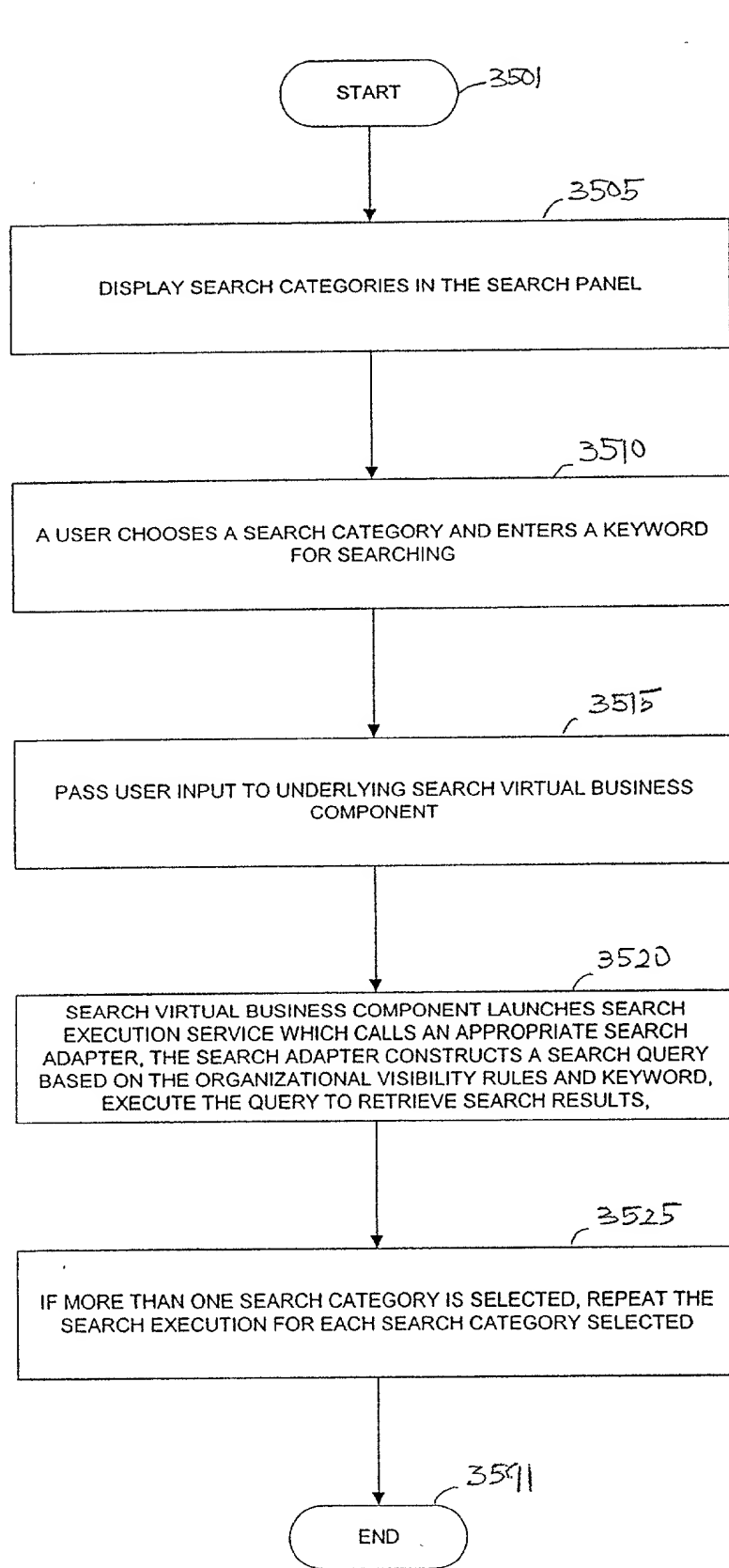


FIG. 35

3600

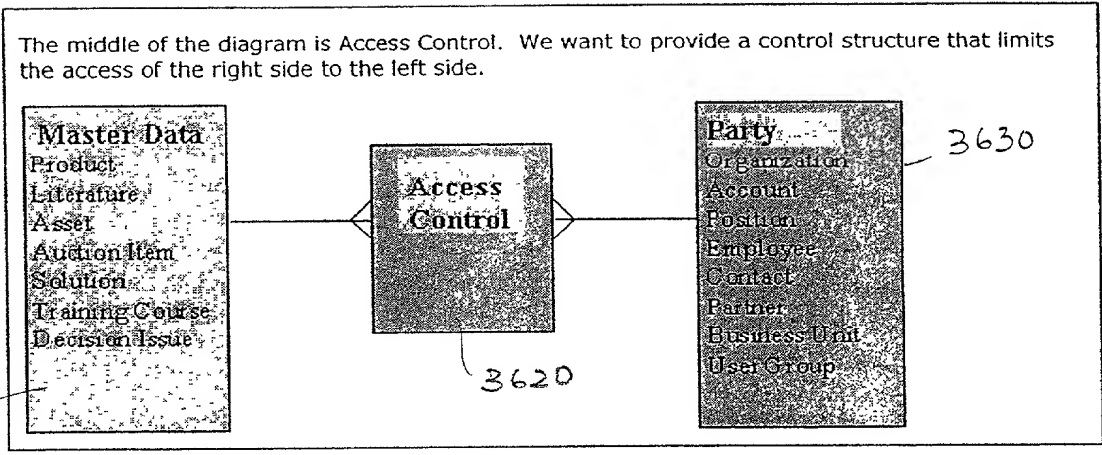


FIG. 36





3800

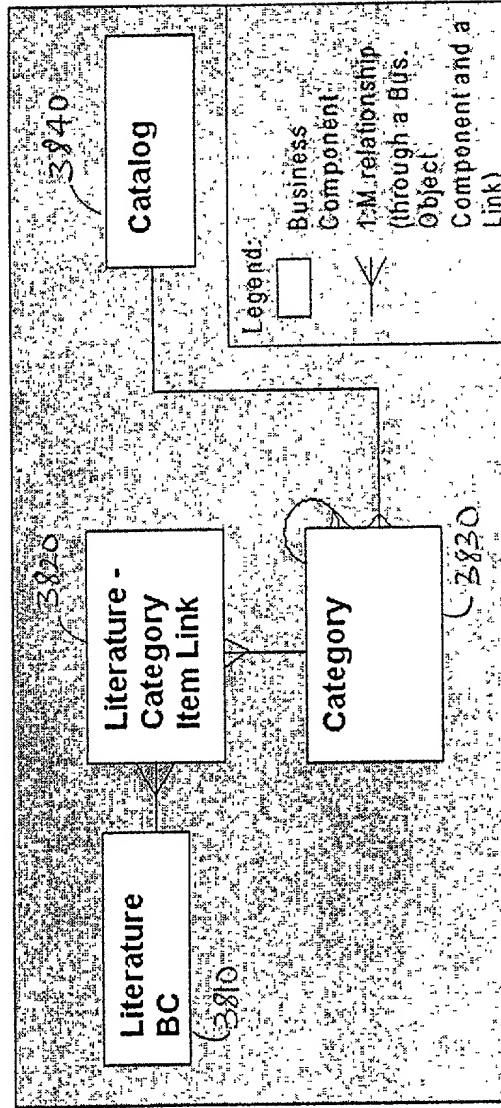


FIG. 38

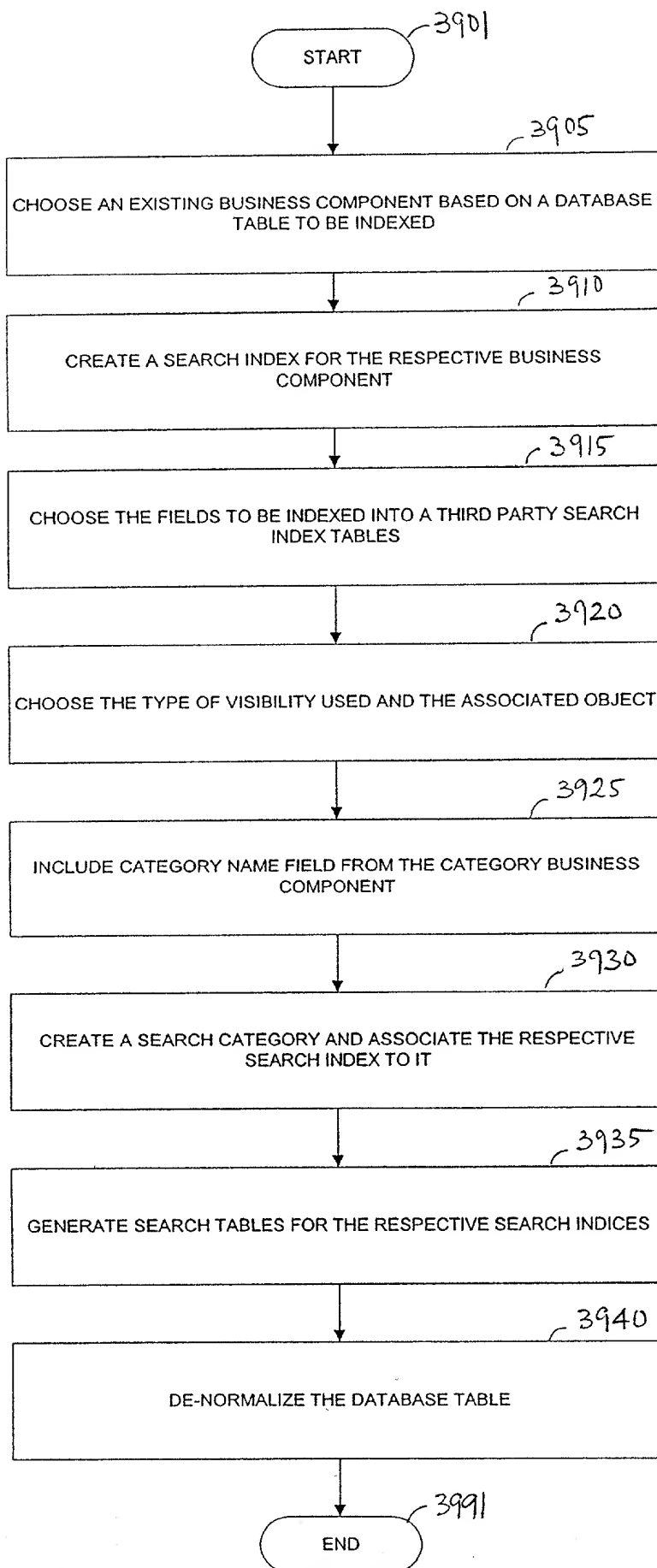


FIG. 39

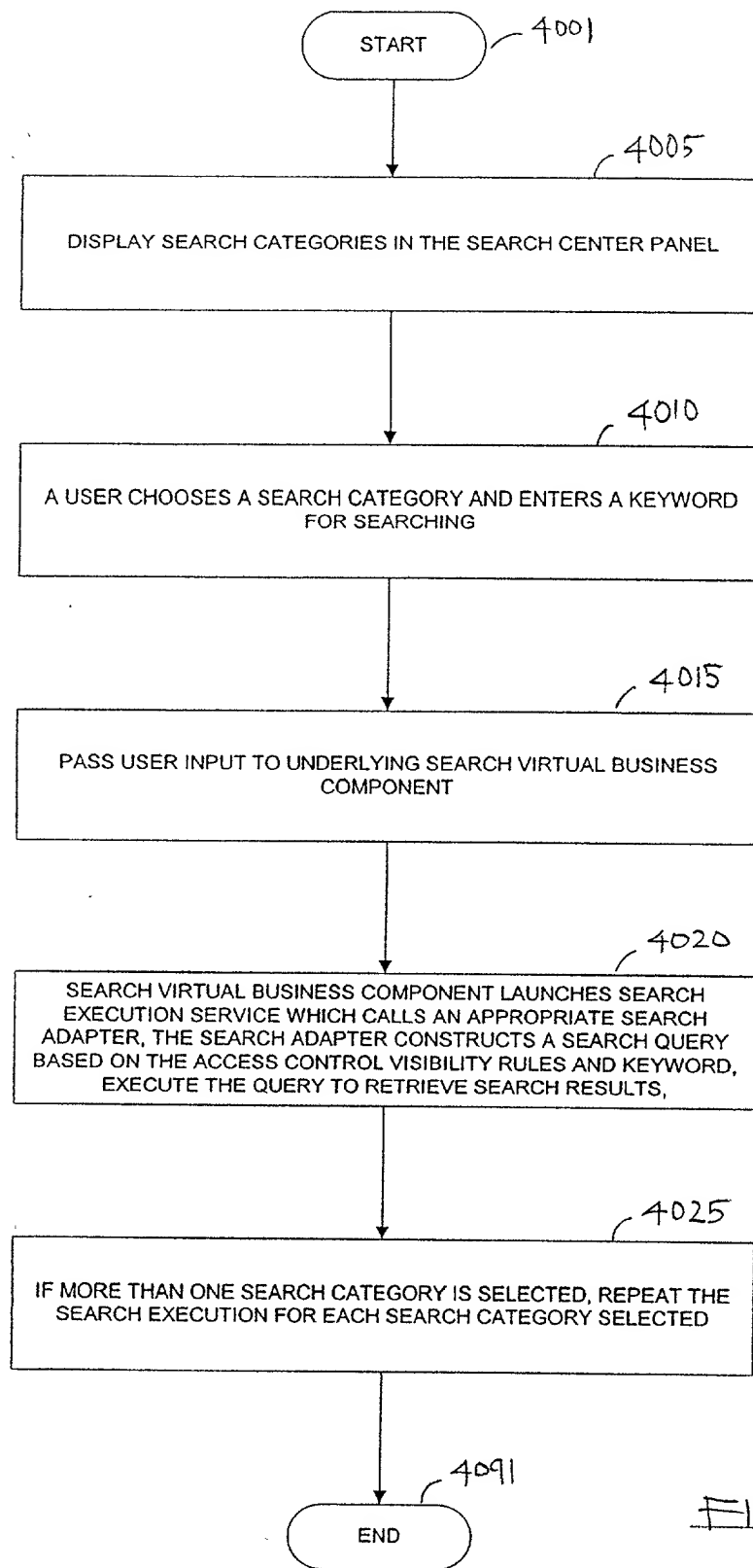
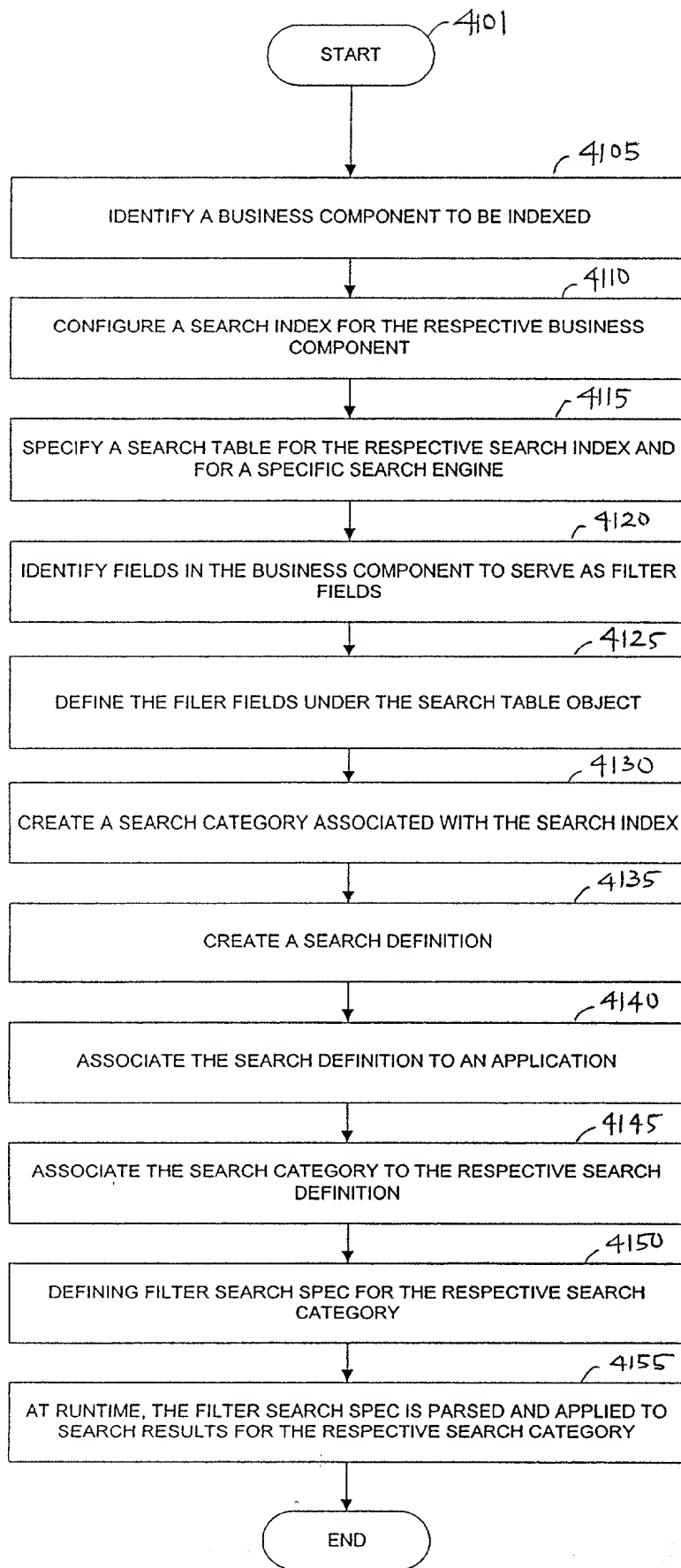


FIG 40



4100

FIG. 41

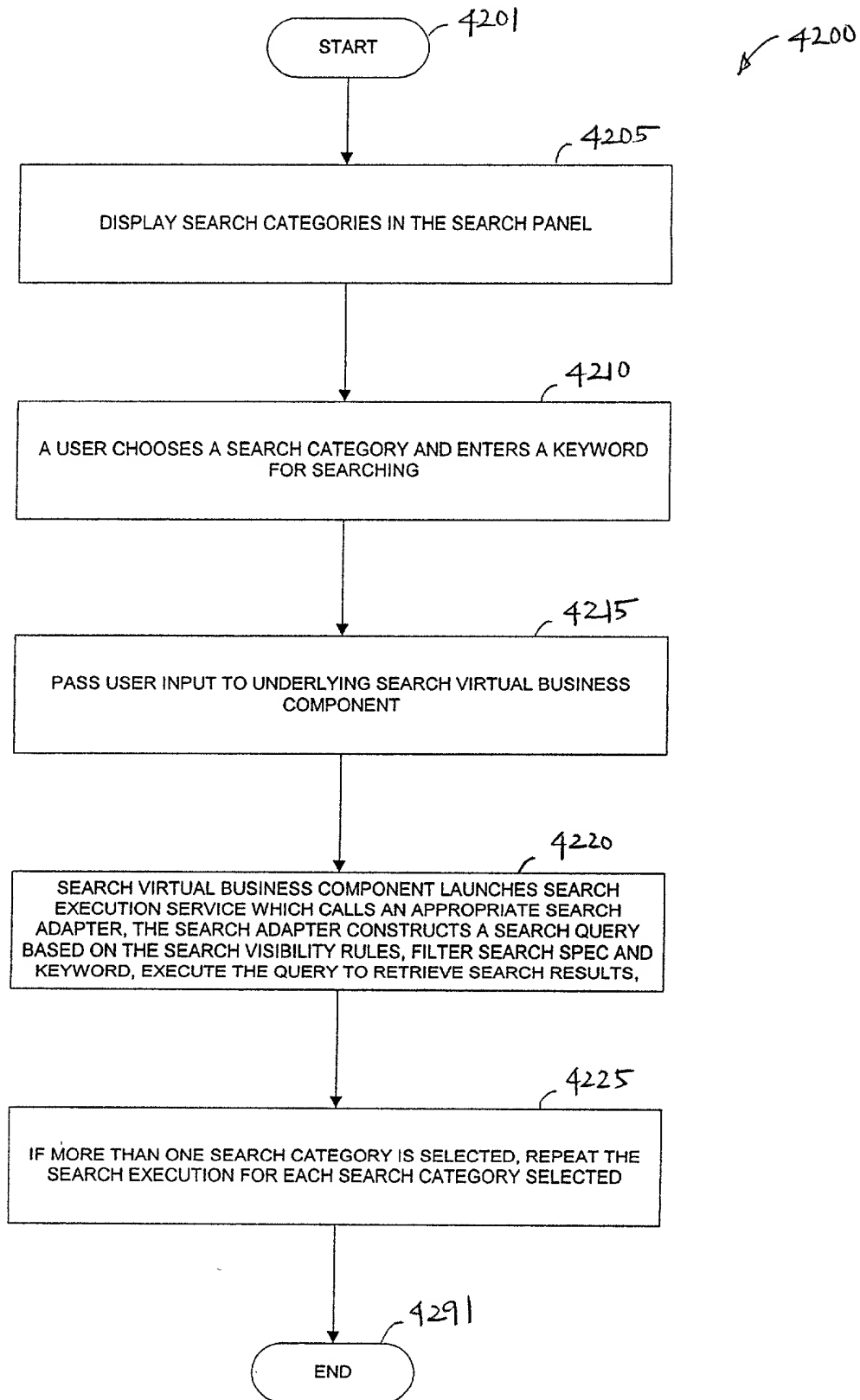
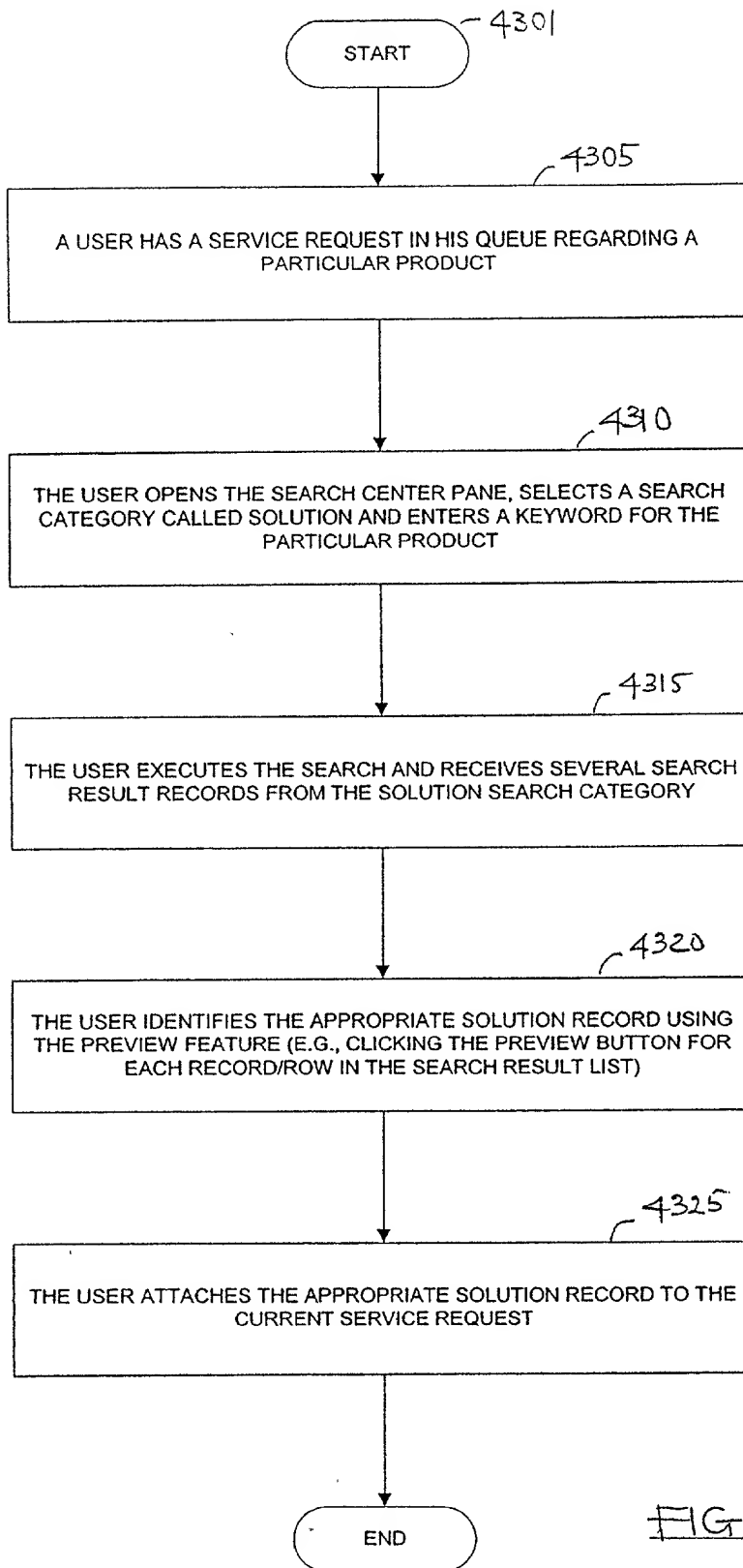


FIG. 42



4300

FIG. 43

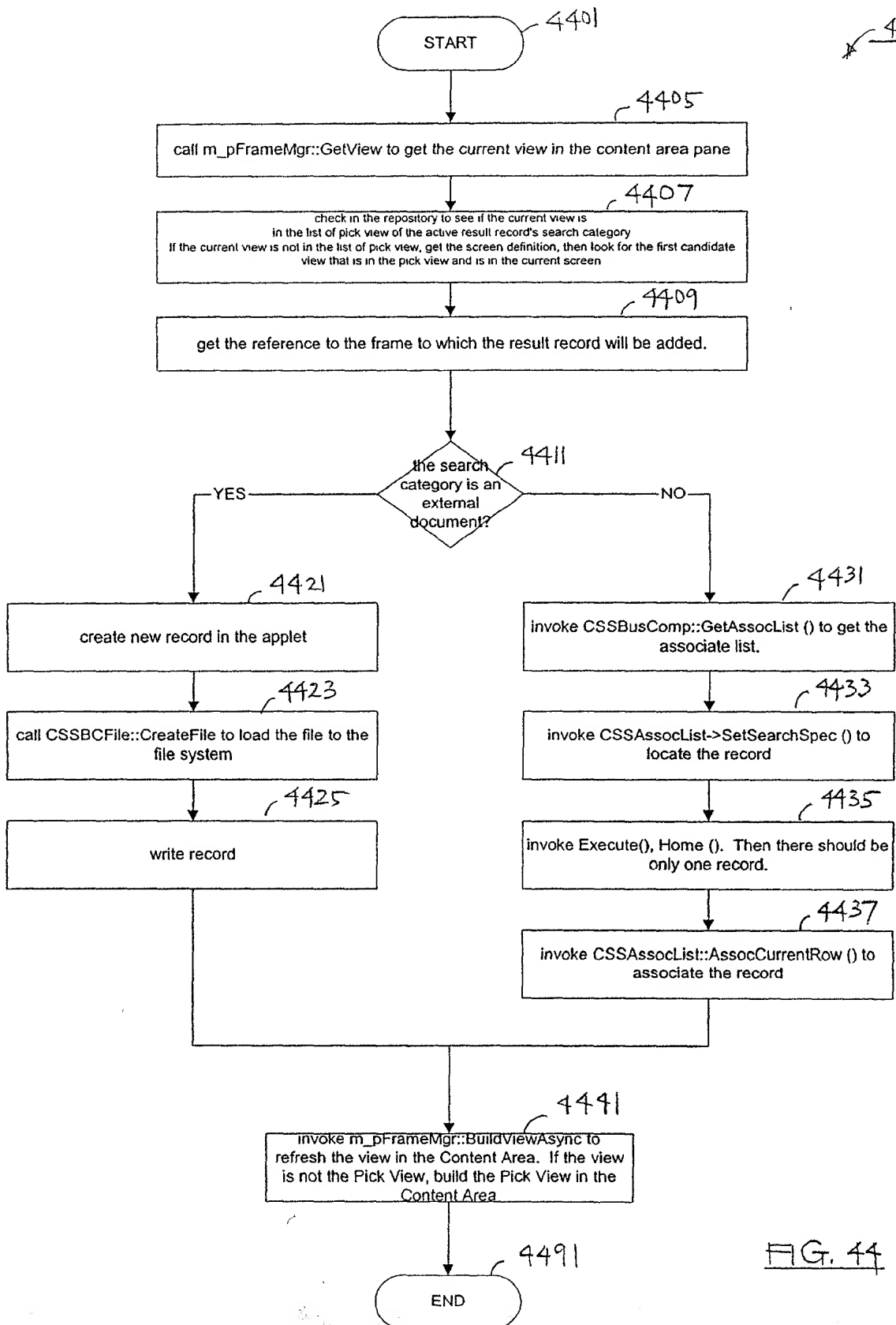


FIG. 44

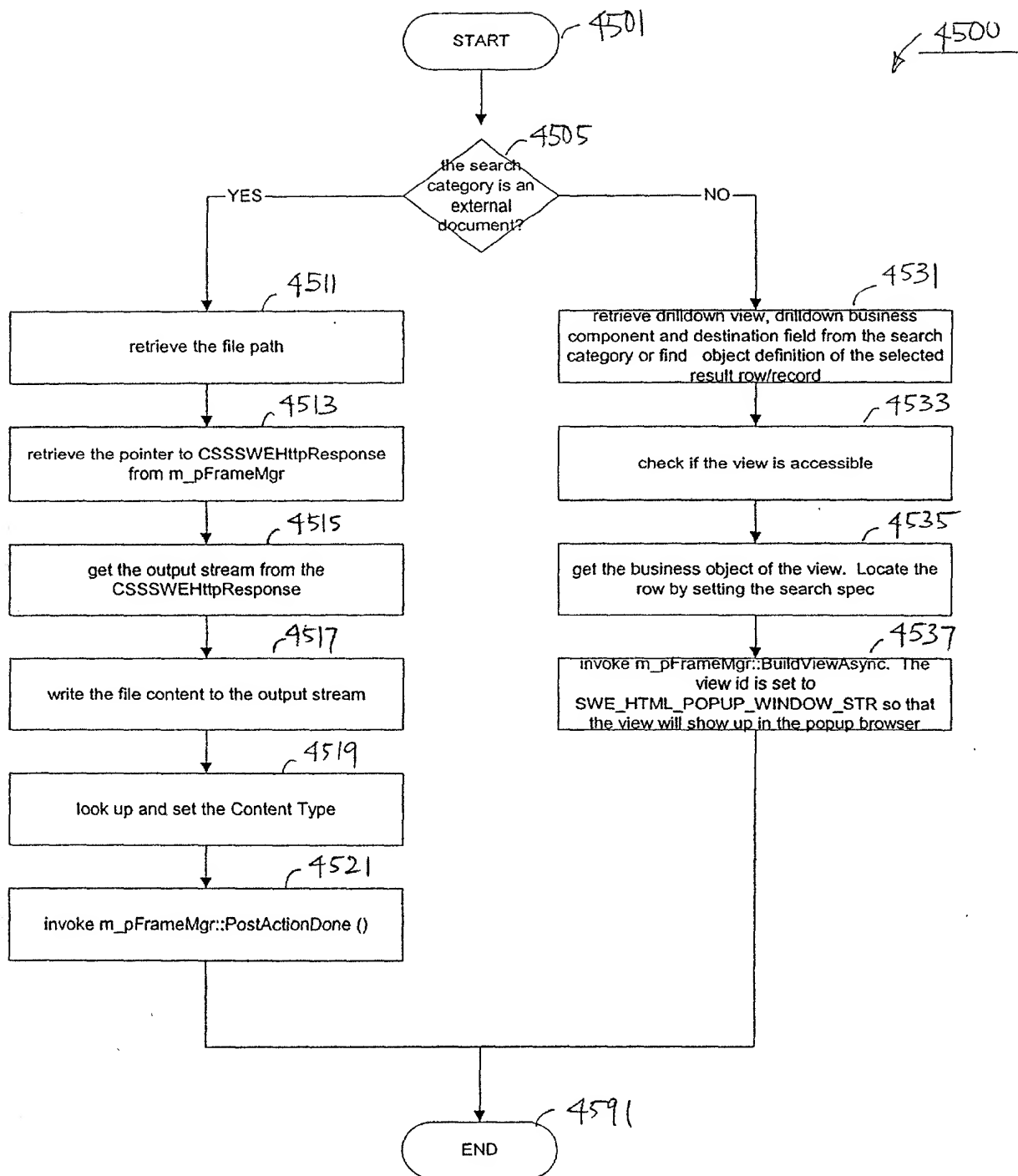


FIG. 45



4600

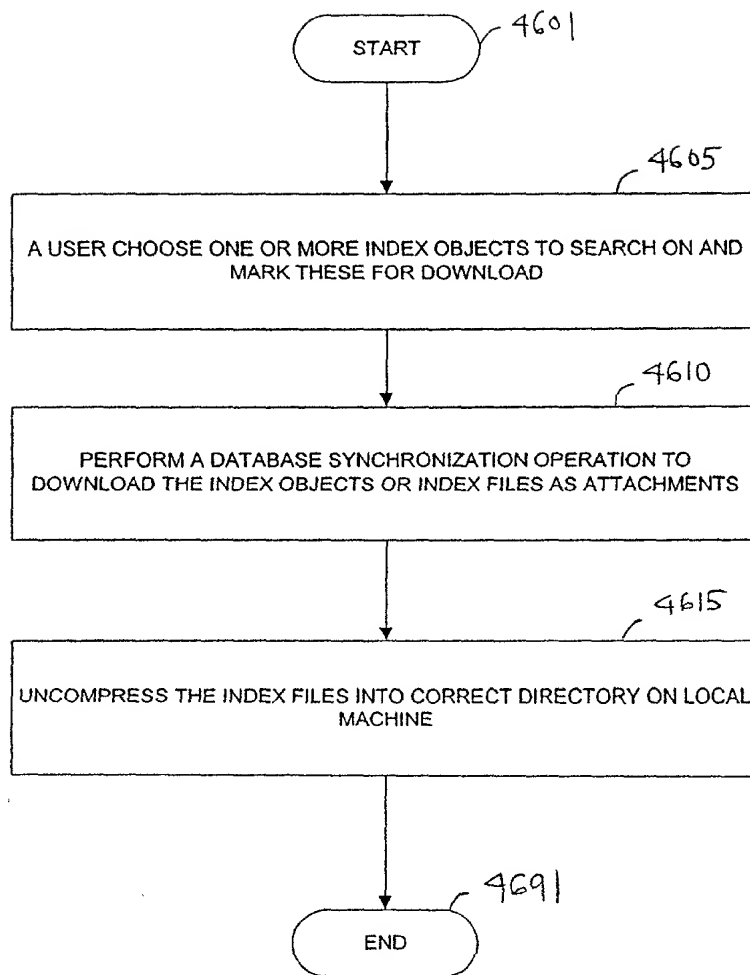


FIG. 46

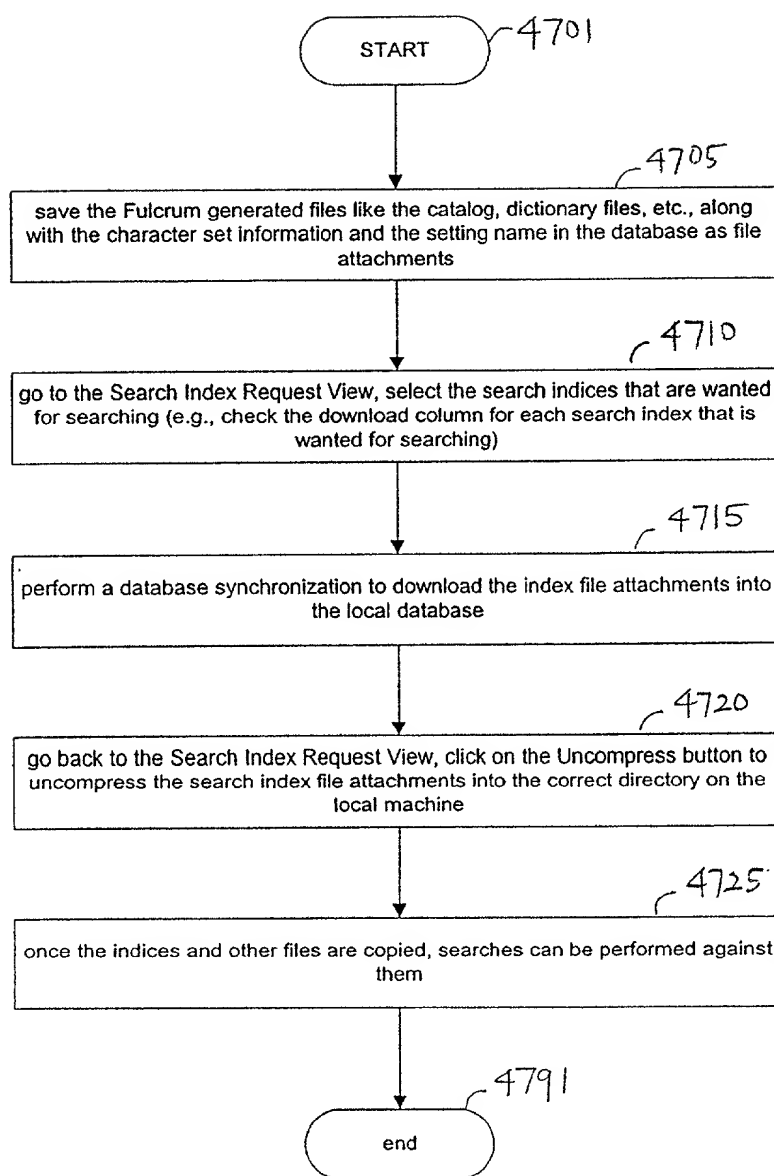


FIG. 47

4800

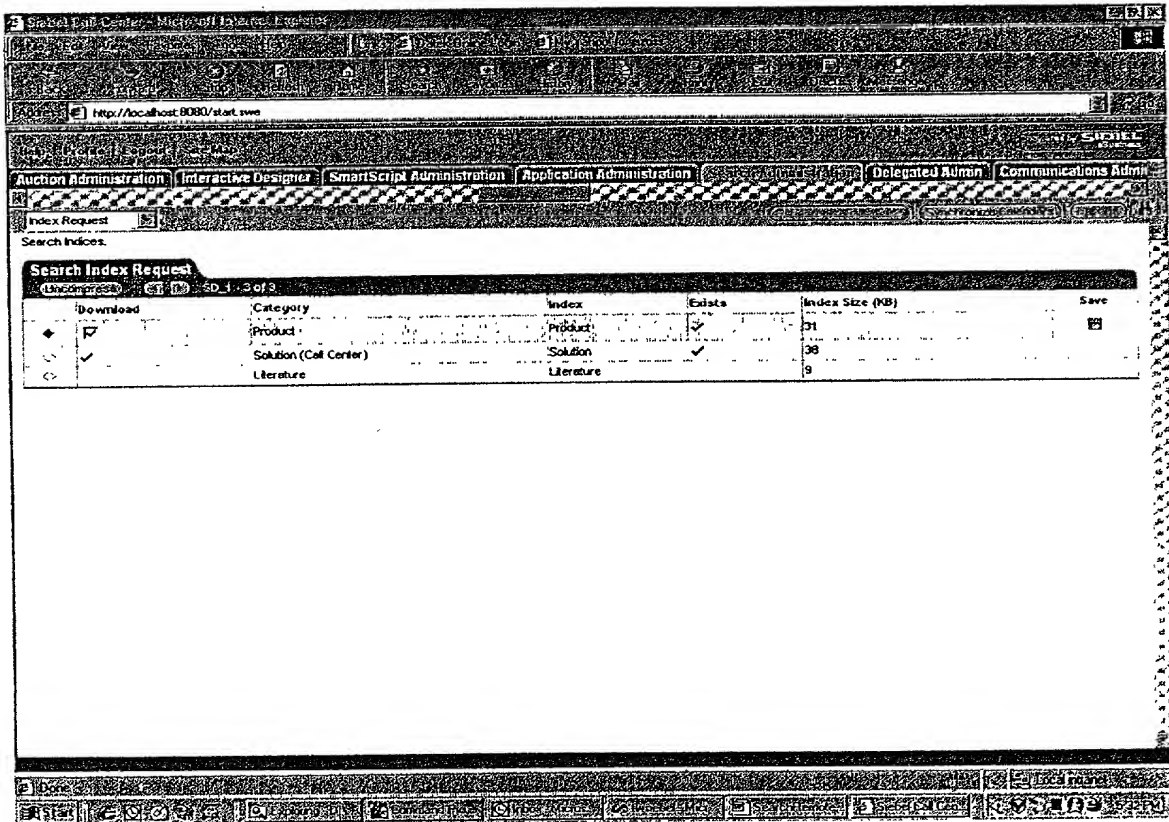


FIG 48

4900

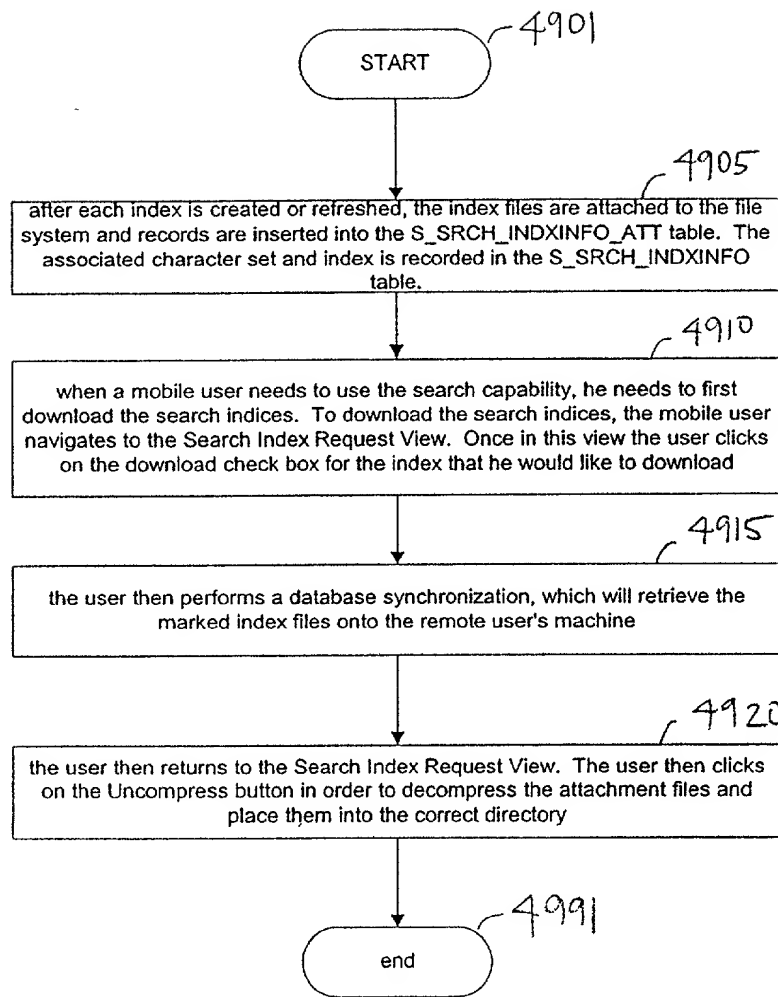


FIG. 49